Modify OTC Endpoint Information

Accounting Specialists, Local Accounting Specialists, Check Capture Administrators, **Check Capture Supervisors** and **Card Administrators** modify OTC Endpoint information, by completing the following steps:

To modify an OTC Endpoint, complete the following steps:

1. Click the **Administration** tab.

2. From the **Manage Organizations** menu, select **Organization Hierarchy** and select **Modify**. The *Step 1 of 3: Select an OTC Endpoint* page appears.

   > **Application Tip**
   >
   > To modify endpoint information settings for an OTC Endpoint with **TGA**, **CHK** and **CDC**, the user must have Accounting Specialist, Check Capture Administrator and **Card Administrator** privileges.

3. Select your OTC Endpoint that appears in the list. The *Step 2 of 3: Update OTC Endpoint Information* page appears.

4. Update the OTC Endpoint Information.

   To update the general details of an OTC Endpoint, you can:
   Update **General** by,
   - Entering the updated OTC Endpoint's **Short Name** and **Description** details.

   > **Application Tip**
   >
   > A short name must be entered to identify the OTC Endpoint that is being updated. If an OTC Endpoint exists, the data displayed in the text is available for update.

   > **Application Tip**
   >
   > Special characters are accepted in **Short Name** and **Description** fields; however, only use standard American Standard Code for Information Interchange (ASCII) characters. The standard ASCII range is 32-126. If non-standard ASCII characters (0-31, 127-255) are entered in the **Short Name** and **Description** fields, ISIM will not display the endpoint name in the Level drop-down field. Additionally, if non-standard ASCII characters are entered, you will not be able to manage OTC Endpoints (select endpoints) in OTCnet Offline. Instead an error message appears asking that Customer Support is contacted.

To allow the OTC Endpoint to create deposits, you can:
- Click the **Allow OTC Endpoint to create deposits for over-the-counter collections** checkbox.

Application Tip

Before a user can be provisioned to a deposit processing OTC Endpoint (**TGA**) in ISIM, ensure the **Allow OTC Endpoint to create deposits for over-the-counter collections** checkbox is checked.

- Update **Agency Location Code** by
  - Entering the **ALC**
- Update **Address** by
  - Entering the address details
- Update **Financial Institution Relationship(s)** by
  - Selecting both the **Financial Institution** and the associated **RTN** (**Routing Transit Number**)
  - Entering the **DDA** (**Demand Deposit Account**) and **Retype DDA** and click **Add**.

Application Tip

To delete the Financial Institution relationship, click the **Delete** checkbox(es) under the **Delete** column.

To specify the check cashing policies of the OTC Endpoint, you can:
- Click the **Check Cashing Policies** checkbox.

Application Tip

If checkbox is checked and grayed out, it indicates that this OTC Endpoint is either inheriting the policies from the parent Organization or its own information has already been defined and the user does not have the privilege to make modifications. Only a CCA has privileges to modify the check cashing policies.

- Add **Default Reason Codes** by,
  - Selecting a default reason code and then clicking **Add**, *optional*. Repeat steps as necessary
- Delete **Assigned Return Reason Code Filters** by
  - Checking **Delete** box(es) under the **Delete** column, *optional*

- Update **Agency Assigned Suspensions** by, *optional*
    - Entering the number of Days
    - Entering the **Occurrence** number
    - Selecting **Agency Assigned Suspensions** you want to **Delete** by checking the boxes under the **Delete** column, *if applicable*

- Update **Agency Verification Policy** by, *optional*
    - Clicking **Include Represented and Retired Check or Include Retired Check Only**
    - Checking **Include Expired**
    - Entering the number of **Expired Days**
    - Checking **Agency Verification Policies—Delete**

> ⓘ **Application Tip**
>
> **Include Expired** indicates whether previous suspensions that
> have since expired are counted when accessing the suspension level
> to assign when the individual writes a check. **Agency Verification
> Policies—Delete** allows you to remove the check cashing policy for your
> OTC Endpoint. Once the check cashing policy is removed for the
> OTC Endpoint, the higher-level organization's check cashing policy will
> be automatically assigned to your OTC Endpoint.

To specify the data privacy of the OTC Endpoint, you can:
- Click the **Data Privacy** checkbox.
- Update **Data Privacy** by,
- Select the **Data Privacy – Agency Available Attributes** you want to block or unblock by checking the boxes under the **Blocked** column.

> ⓘ **Application Tip**
>
> By default, **Account**, **User Defined Field 1**, **Bank Routing Number**,
> **Note** and **Mask PII** are checked as **Blocked**.

To enable the OTC Endpoint to capture checks, you can:
Click the **Enable Check Capture** checkbox.

> ⓘ **Application Tip**
>
> Before a user can be provisioned to a check capture OTC Endpoint (CHK)
> in ISIM, ensure the **Enable Check Capture** checkbox is checked.

> ⓘ **Application Tip**
>
> If checkbox is checked, it indicates that the OTC Endpoint information has
> been defined.

- Update **Enable Check Capture** by,
- Entering the (Agency Location Code) **ALC+2**.

> ⓘ **Application Tip**
>
> The ALC+2 is required for initial setup. Once the ALC+2 is entered it
> cannot be updated.

- Update **OTC Verification Group** by,
    - Entering the **Short Name (Starting With)** and clicking **Search**

Application Tip

By default, the OTC Endpoint **Short Name** displays. You can add additional OTC Endpoints to the OTC Verification Group by clicking the **Clear** button to clear the **Short Name** and then entering a Short Name, clicking **Search** and then clicking **Add Agency Group**.

Application Tip

Designating an OTC Verification Group allows for verification data to be shared among non-related OTC Endpoints. For example, Lower Level1 and Lower Level 2 are siblings under the High-level organization, Training Team Top Level. Since there is no parent-child relationship between these two OTC Endpoints, users from one OTC Endpoint are isolated from the other's Verification data. By adding both unrelated locations to an OTC Verification Group, they are able to share information.

- Clicking **Yes** or **No** for **Queue Interface**

Application Tip

The Queue Interface is used by military agencies that utilize the Deployable Disbursing System (DDS) database bridge.

- Select the **OTC Endpoint** you want to add by checking the box under the **Assign** column and then clicking **Add Agency Group**

- Under **OTC Verification Group, Current Agency Site**,
    - Select the **OTC Endpoint** you want to delete by checking the box under the **Delete** column.

To enable the **OTC Endpoint** to process card payments, you can:
- Click the **Enable Card Processing** checkbox

Before a user can be provisioned to a card processing OTC Endpoint (**CDC**) in ISIM, ensure the **Enable Card Processing** checkbox is checked.

- Update **Enable Card Processing** by,
  - o Entering the **Chain Code**
  - o Entering the **Division**
  - o Entering the **ALC**
  - o Entering the **Merchant ID**

> ### (!) Application Tip
>
> A **Chain Code** is an alphanumeric designator (e.g. 0F123B) assigned by WorldPay to reflect unique channel of card processing. A **Chain Code** is required for initial setup with lower level endpoints and once the **Chain Code** is saved, the **Chain Code** cannot be changed. An agency can have multiple **Chain Codes**, but no two agencies will have the same **Chain Code**.
>
> A **Division** is a three-digit value assigned at lower level endpoints under the chain code to designate unique lines of accounting. The default **Division** code is 001.
>
> The **Agency Location Code** (**ALC**) is required for initial setup and once the **ALC** is saved it cannot be changed. If an endpoint is adding the card processing functionality to an existing TGA or CHK endpoint, the **ALC** will already be populated.
>
> The **Merchant ID** is a unique designator assigned by WorldPay to reflect the card processing location. An **ALC** can be associated with multiple **Merchant IDs**; however, each **Merchant ID** must be unique for each lower level endpoint. The **Merchant ID** field may contain up to 20 characters.
>
> Once the **Chain Code, Division, ALC**, and **Merchant ID** are saved, they will grey out and cannot be changed. If any of these details need to be changed, a new endpoint must be created, and the **Chain Code**, **Division**, **ALC**, and **Merchant ID** will need to be added again.

- Designate the **Signature Capture** by
  - o Checking the **Signature Capture** check box, *optional*

- Select a **Return Policy** by,
  - Clicking the appropriate card transaction policy radio button for your organization, *optional*

To add lower level endpoints, you can:
- Click the **Add lower levels to this OTC Endpoint** checkbox.
- Update **Add lower levels to this OTC Endpoint** by,
  - Entering the **Short Name** and **Description**.
  - Click **Add More Lines** to add additional lower levels to this OTC Endpoint

To specify the advanced administration, you can:

- Click **Advanced Administration**.
- Specify **Advanced Administration** by,
    - Clicking **Yes** or **No** for **Debit Gateway**

View or specify the **Forms Rendered Solution**

- View the **Report Only Summary Level Data to CIR**

Application Tip

The **Report Only Summary Level Data to CIR Information** is read-only and only an HLAS can specify the information.

Application Tip

A checked box indicates that detailed level data will not be transmitted to Collections Information Repository (CIR) and only summary data will be reported to CIR for all the check transactions that are processed under this OTC Endpoint (CHK) or ALC+2. This is mainly for the OTC Endpoints that will be used to process tax data. An unchecked box indicates that detailed level data will be transmitted to CIR.

- View the **Summary Level Classification**

Application Tip

The **Summary Level Classification** is read-only and only a High-Level Agency Support (HLAS), Check Capture Supervisor, and Check Lead Operator can specify the information.

Application Tip

A checked box indicates that Check Capture Lead Operators and Check Capture Operators cannot classify individual checks. Instead the classification of the batch will occur after all the checks have been scanned. An unchecked box indicates the Check Capture Operator will have to classify checks at the item level.

- Specify **Batch List Print/Export Required During** options by,
  - Checking or unchecking the **Close Batch** checkbox
  - Checking or unchecking the **Approve Batch** checkbox

> ⓘ **Application Tip**
>
> By default, all agencies will have the **Close Batch** checkbox checked. In order to close the batch, the user must print the PDF report or export the batch list report.
>
> If the **Close Batch** checkbox is unchecked, the user can close the batch without having to print the PDF report or export the batch list report.

> ⓘ **Application Tip**
>
> By default, all agencies will have the **Approve Batch** checkbox checked. In order to approve the batch, the user must print the PDF report or export the batch list report.
>
> If the **Approve Batch** checkbox is unchecked, the user can approve the batch without having to print the PDF report or export the batch list report.

> ⓘ **Application Tip**
>
> If the user is closing or approving multiple batches online and the **Close Batch** and/or **Approve Batch** checkboxes are checked for any OTCnet endpoint, then the user must print the PDF reports or export the batch list reports. The batch is not closed and/or approved until **Confirm** is clicked, which is enabled when the **Print PDF Report** or **Export** is clicked.

> ⓘ **Application Tip**
>
> If the user is closing and approving multiple batches offline, **Confirm** is enabled and the user can close/approve multiple batches without needing to print the PDF reports or exporting the batch list reports. As a best practice, print the PDF reports or export the batch list reports prior to closing and/or approving multiple batches.

> ⓘ **Application Tip**
>
> A user may print the PDF report or export the batch list report, regardless if the **Close Batch** and/or **Approve Batch** checkboxes are checked or unchecked.

- View or specify **Agency Comments**

> **(!) Application Tip**
>
> A Check Capture Lead Operator, Check Capture Supervisor, and HLAS can add, edit, or remove Agency comments **Agency Comments**. A Check Capture Administrator, Check Capture Operator, Agency Manager, and CIRA Viewer can view **Agency Comments**.

> **(!) Application Tip**
>
> The **Specify Agency Comments** field allows agencies to add, edit, or remove Agency comments which are sent to CIR as part of the check transmission.

To view the special designation, you can:
- Click **Special Designation**

> **(!) Application Tip**
>
> The CARS Reporter special designation information is read-only and displays for **TGA** and **CHK** endpoints. Only an HLAS can specify the **Special Designation** information.

> **(!) Application Tip**
>
> **Yes,** indicates that the OTC Endpoint *is* associated with an ALC that has been designated as a CARS Reporter. **No** indicates that the OTC Endpoint *is not* associated with an ALC that has been designated as a CARS Reporter.

5. Click **Next**. The *Step 3 of 3: Review OTC Endpoint* page appears.

6. Verify the information is correct and click **Submit**. Click **Edit**, if you need to modify the information entered and return to Step 4.

7. A *Confirmation* page appears showing the OTC Endpoint has been modified.

Application Tip

Additional buttons on the page that help you perform other tasks:
- Click **Previous** to return to the previous page.
- Click **Cancel** to return to the OTCnet Home Page. No data will be saved.
- Click **Return Home** to return to the OTCnet Home Page.